



# **Office of Injured Employee Counsel**

## **Report on the 2009 Customer Satisfaction Survey**

**April 2010**



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## INTRODUCTION

At the beginning of 2009, the Office of Injured Employee Counsel (OIEC) enlarged the scope of the agency's Customer Satisfaction Survey based on workers' compensation system participant feedback. Originally the survey was available to all customers through the agency's website, but additional information was needed from a larger number of customers. OIEC updated its Customer Satisfaction Survey to include questions about internet usage, purpose of visit to OIEC, and quality of the services and information provided.

The survey was available in both English and Spanish on the OIEC website, and it was provided to customers that visited OIEC's field offices between January 1<sup>st</sup> and December 31<sup>st</sup>, 2009. The 799 customers that completed the Customer Satisfaction Survey, assisted in helping OIEC gather critical information that will be used for planning agency initiatives, as well as evaluating the quality of services it provides. The results and feedback from this survey were imperative to business process improvements to enhance the effectiveness of the agency's programs for the injured employees of Texas.

The Customer Satisfaction Survey provided the injured employees of Texas that had received assistance from OIEC in the past 12 months, with the opportunity to complete the survey. The respondents could submit the survey by:

- Mailing it to OIEC, 7551 Metro Center Dr., Suite 100, MS 50, Austin, TX 78744,
- In person to any of the local OIEC field offices (23 total), or
- Attaching it to an email and sending it to [OIECInbox@oiec.state.tx.us](mailto:OIECInbox@oiec.state.tx.us)

When the Customer Satisfaction Survey was first available, customers were only able to access it through the internet, so the question as to which field office the Customer Satisfaction Survey participant had received assistance from, was not included in the survey. Mid- way through the year, field offices were asked to put the initials of the field office on the top right-hand corner of the paper survey prior to handing out the survey to the injured employees that walked-in to the OIEC field office. Unfortunately, this practice was not consistent among all OIEC field offices.

With this limitation, OIEC was only able to identify 472 of the respondents (59.1 percent) as to which of the 23 OIEC field offices provided the assistance to them. Over 50 percent of the 472 that identified the field office, received the assistance from the Weslaco field office (10.8 percent overall), the Missouri City field office (10.4 percent overall), and the Houston West field office (10.0 percent overall). Table 1 includes the number of respondents as well as the overall percentage by field office.

<b>Table 1. Customer Satisfaction Survey</b>		
<b>Field Office</b>	<b>Number of Respondents</b>	<b>Percent of Respondents</b>
Abilene	0	0.0%
Amarillo	1	0.1%
Austin	32	4.0%
Bryan	6	0.8%
Beaumont	24	3.0%
Corpus Christi	11	1.4%
Dallas	0	0.0%
Denton	20	2.5%
El Paso	25	3.1%
Fort Worth	15	1.9%
Houston East	10	1.3%
Houston West	80	10.0%
Lubbock	0	0.0%
Lufkin	13	1.6%
Laredo	23	2.9%
Missouri City	83	10.4%
Midland/Odessa	0	0.0%
San Antonio	13	1.6%
San Angelo	2	0.3%
Tyler	1	0.1%
Victoria	27	3.4%
Weslaco	86	10.8%
Waco	0	0.0%
Unknown*	327	40.9%
<b>TOTAL</b>	<b>799</b>	

\*These 327 respondents could have received assistance from any of the 23 OIEC field offices.

Respondents to the survey had the option to provide information whether they were injured employees, carriers, or “other” such as a family member, doctor’s office, etc. 527 of the respondents (66.0 percent) reported being injured employees, 6 (0.8 percent) reported being carriers, and 25 (3.1 percent) reported being “other”. 241 (30.2 percent) of the survey participants did not provide this information.

Copies of the customer satisfaction survey in both English and Spanish are also included in this report as Appendices A and B accordingly.

## OIEC's WEBSITE

The first two questions of the survey were design to gather information about the access and the purpose of the access to the OIEC website.

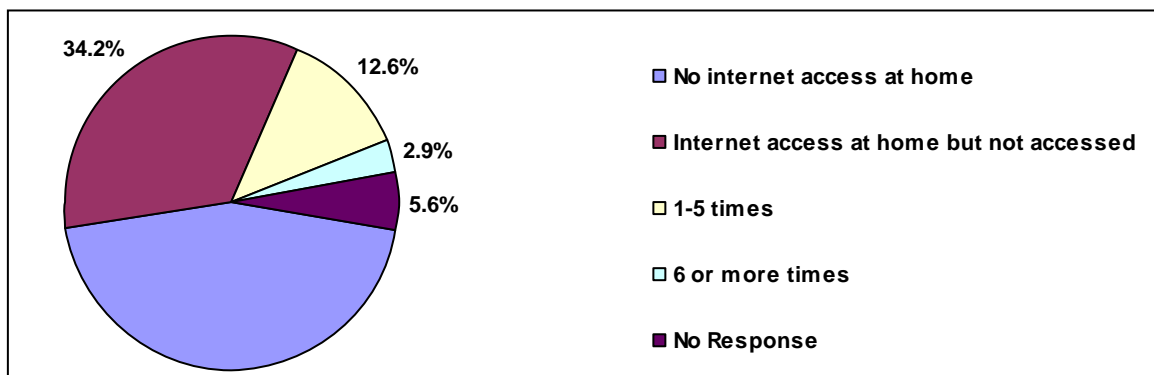
### Question 1:

Table 2 below includes a column with the number of respondents to each answer to question one. An additional column indicates the percentage that answer was selected from all 799 participants. 357 (44.7 percent) of the respondents indicated not having internet access at home. Only 15.5 percent of the respondents indicated having accessed the website in the past 12 months.

<b>Table 2: Number of Times the OIEC Website was Accessed.</b>		
How many times have you accessed the OIEC website from home in the past 12 months?		
Answers (choose one)	Respondents	
	Number	Percent
Do not have internet access at home	357	44.7 %
Have internet access at home but have not accessed the website	273	34.2%
1-5 times	101	12.6%
6 or more times	23	2.9%
**No Response**	45	5.6%

Figure 1 below is a pie chart that demonstrates the breakdown of the answers to question one. As it can be seen 78.9 percent of the respondents had no internet access at home, or had the internet access but did not access the OIEC website.

**Figure 1: Number of Times the OIEC Website was Accessed by Participants**



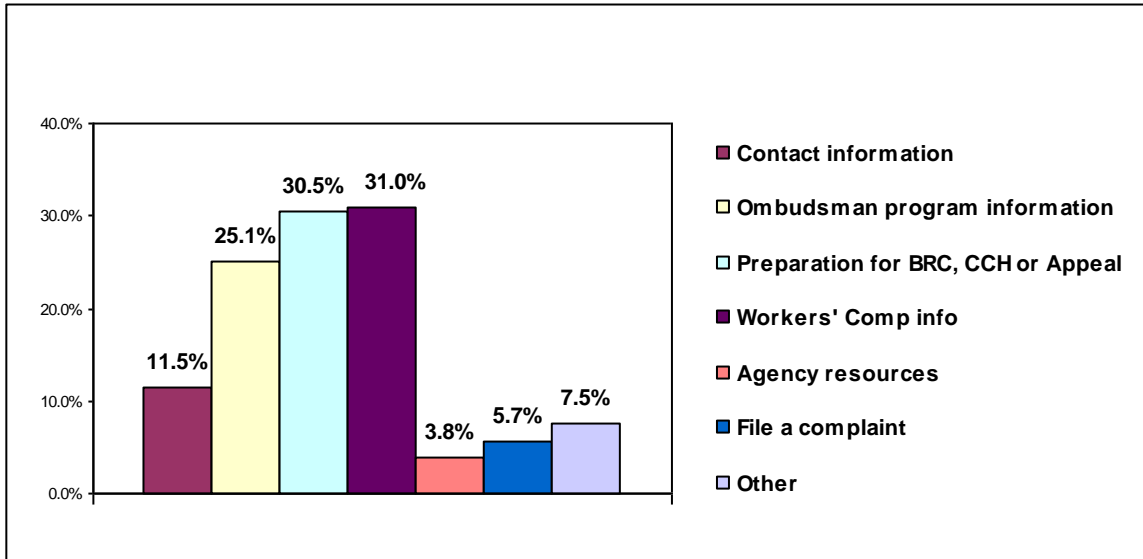
Question 2:

Table 3 below includes a column with the number of respondents to each answer to question two. Since a participant could choose more than one answer to the question, the additional column indicating the percentage that answer was selected from all 799 participants does not total 100 percent. The top three purposes that the participants that indicated the reason for accessing the OIEC website were to obtain workers' compensation information (17.1 percent), preparation for a Benefit Review Conference, a Contested Case Hearing, or an appeal (16.9 percent) and to get information about the Ombudsman Program (13.9 percent).

<b>Table 3: Purpose of the Access to the OIEC Website.</b>		
What was the purpose to your visit to the OIEC website?		
Answers (check all that apply)	Respondents	
	Number	Percent
I have not accessed the OIEC website from home in the past 12 months	357	44.7%
OIEC Contact Information (phone number, address, email)	51	6.4%
Ombudsman Program Information	111	13.9%
Preparation for a Benefit Review Conference, Contested Case Hearing or Appeal	135	16.9%
Workers' Compensation Information: Benefits, Forms, Law, OIEC or DWC Rules, Bulletins	137	17.1%
Agency Resources: Publications/OIEC Announcements/Helpful Links	17	2.1%
File a complaint	25	3.1%
Other	33	4.1%

Figure 2 below is a bar graph that demonstrates the percentage of the 442 respondents that accessed the website during the past 12 months.

**Figure 2: Purpose for Accessing OIEC's Website**





## OIEC's ASSISTANCE

Questions three and four of the survey were designed to gather information about the number of contacts and the purpose of these contacts with OIEC by respondents.

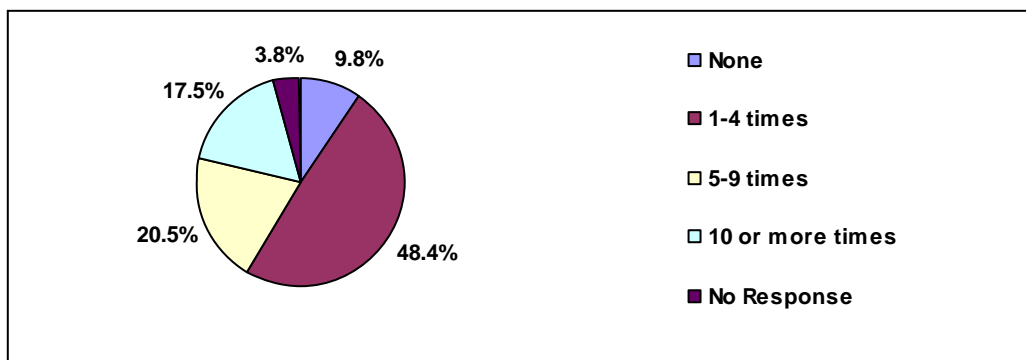
### Question 3:

Table 2 follows the same format as table two where one column includes the number of the respondents for each answer and a second column indicating the percentage the answer was selected from all 799 participants. 691 (86.5 percent) of the respondents indicated having had contact with OIEC in person or via telephone one or more times in the past 12 months.

<b>Table 4: Number of Times Participants had Contact with OIEC</b>		
How many times have you been in contact with OIEC by telephone or in person in the past 12 months?		
Answers (choose one)	Respondents	
	Number	Percent
None	78	9.8%
1-4 times	387	48.4%
5-9 times	164	20.5%
10 or more times	140	17.5%
**No Response**	30	3.8%

Figure 3 below is a pie chart that demonstrates the breakdown to the answers to question three. As it can be see 48.4 percent of the respondents indicated having had contact with OIEC in person or via telephone, one to four times in the past 12 months.

**Figure 3: Number of Times Participants had Contact with OIEC**



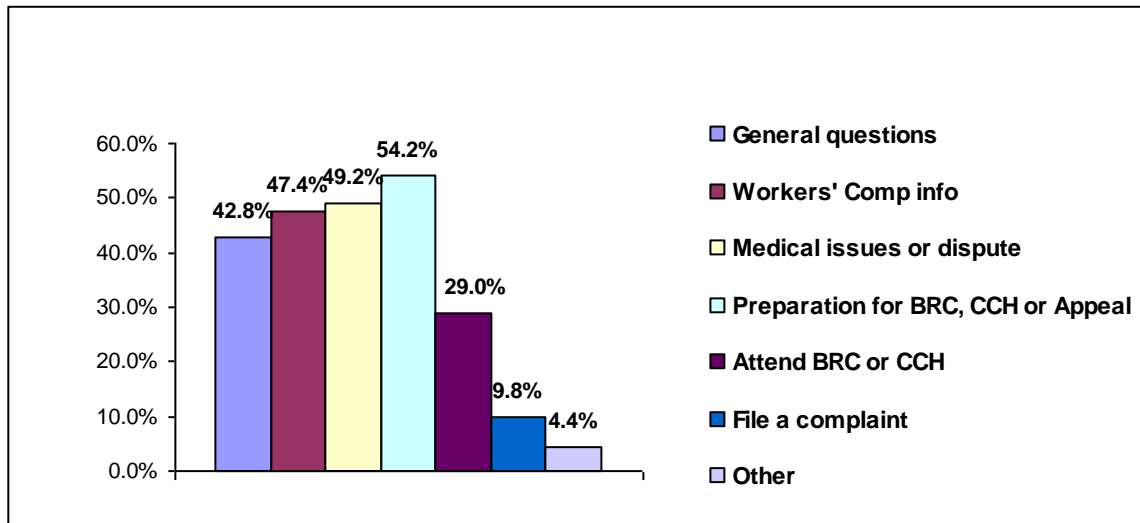
Question 4:

Table 5 below includes a column with the number of respondents to each answer to question two. Since a participant could choose more than one answer to the question, the additional column indicating the percentage that answer was selected from all 799 participants does not total 100 percent. The top three purposes that the participants that indicated the reason for contacting OIEC in person or via telephone were for preparation for a Benefit Review Conference, a Contested Case Hearing, or an appeal (54.2 percent), for medical issues or disputes (49.2 percent), and to obtain workers' compensation information (47.4 percent).

<b>Table 5: Purpose of the Contact with OIEC.</b>		
What was the purpose of your contact with OIEC?		
Answers (check all that apply)	Respondents	
	Number	Percent
General questions	342	42.8%
Workers' Compensation Information (Benefits, Forms, Law, OIEC or DWC Rules)	379	47.4%
Medical issues or disputes	393	49.2%
Preparation for a Benefit Review Conference, Contested Case Hearing or Appeal	433	54.2%
Attend a Benefit Review Conference or Contested Case Hearing	232	29.0%
File a complaint	78	9.8%
Other	35	4.4%

Figure 4 below is a bar graph that demonstrates that over 50 percent of the injured employees that completed the survey, contacted OIEC in the past 12 months for preparation for a Benefit Review Conference (BRC), a Contested Case Hearing (CCH), or an Appeal.

**Figure 4: Purpose for Contact with OIEC**



## OIEC'S QUALITY OF SERVICE AND INFORMATION

Section two of the survey was designed to rate the quality of service that OIEC provides its customers, the quality of information it provides the public as an agency, the contextual information in OIEC's web page, as well as how the customers regarded OIEC as a whole. The following thirteen questions in this section were designed using a four-point Liker Scale (Excellent, Good, Fair and Poor); it also provided the participant the option of note that the particular category was not applicable to them.

Table 6 below includes a percentage of distribution by category. It should be noted that not all of the 799 people that responded to the survey responded to every question; however, between 94.2 and 99.6 percent of the 799 participants, responded to the six questions that asked participants to rate the quality of service that OIEC and its employees provide. Nine out of ten survey participants gave an "Excellent" rating to OIEC's staff being courteous and helpful.

<b>Table 6: Participant Experience with OIEC and its Employees' Quality of Service</b>					
<b>Quality of Service</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Staff is courteous and helpful (n=796)	87.1%	11.5%	0.8%	0.3%	0.0%
Staff is easily accessible (n=761)	72.6%	19.3%	2.5%	0.8%	0.1%
Staff is knowledgeable (n=757)	82.0%	11.8%	0.9%	0.0%	0.1%
Staff is responsive to concerns (n=759)	80.5%	13.1%	1.3%	0.5%	0.0%
Staff provides references to other helpful resources (n=757)	75.1%	14.9%	2.0%	0.5%	2.3%
Staff provided service in a timely manner (n=753)	77.5%	13.6%	2.6%	0.4%	0.1%

Figure 5 represents the percentage of the respondents to each question that rated the experience with OIEC and its employees' quality of service as "Excellent" and "Good" combined. It should be noted that ratings for each category were between 95 and 99 percent.

**Figure 5: Rating of Excellent and Good Regarding OIEC's Quality of Service**

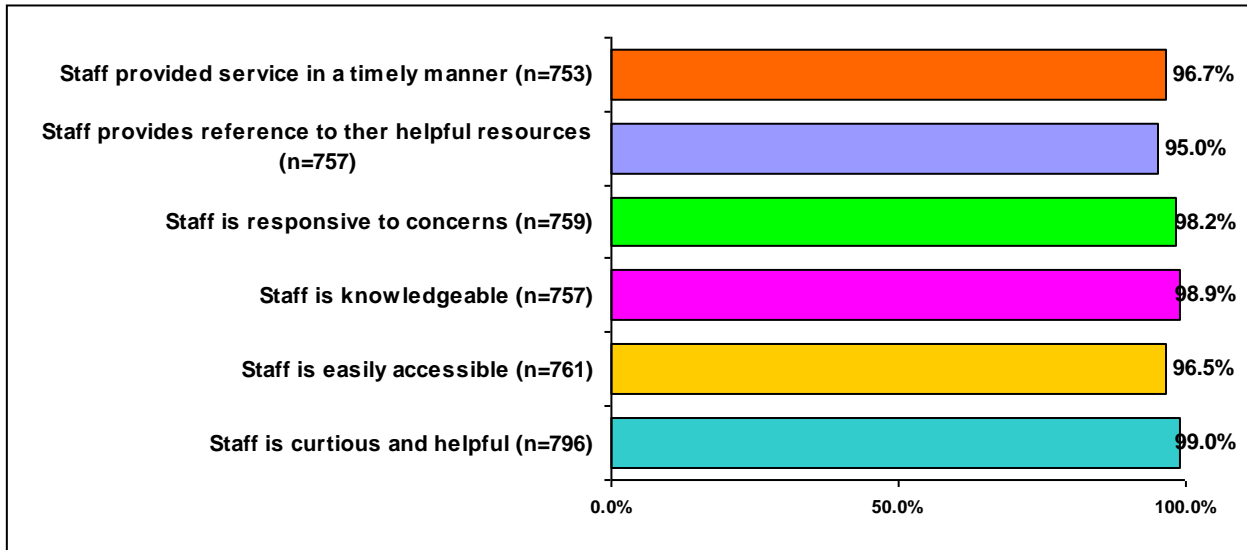


Table 7 below includes a percentage distribution by category. It should be noted that not all of the 799 people that responded to the survey responded to every question; however, between 93.0 and 94.5 percent of the 799 participants, responded to the three questions that asked participants to rate the quality of information that OIEC and its employees provide. More than 75 percent of the respondents rated OIEC as "Excellent" regarding the quality of information that it provides the public.

<b>Table 7: Participant Experience with OIEC and its Employees' Quality of Information</b>					
<b>Quality of Information</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Information provided is accurate (n=743)	77.2%	13.8%	1.5%	0.1%	0.4%
Information provided is helpful (n=755)	78.8%	13.4%	1.9%	0.1%	0.3%
Information provided is well organized and easy to understand (n=745)	76.0%	14.1%	2.5%	0.5%	0.1%

Figure 6 represents the percentage of the respondents to each question that rated the quality of information provided by OIEC and its employees as “Excellent” and “Good” combined. Most of the participants that responded to these questions gave OIEC ratings of “Excellent-Good” regarding the quality of information that it provides.

**Figure 6: Rating of Excellent and Good Regarding OIEC’s Quality of Information**

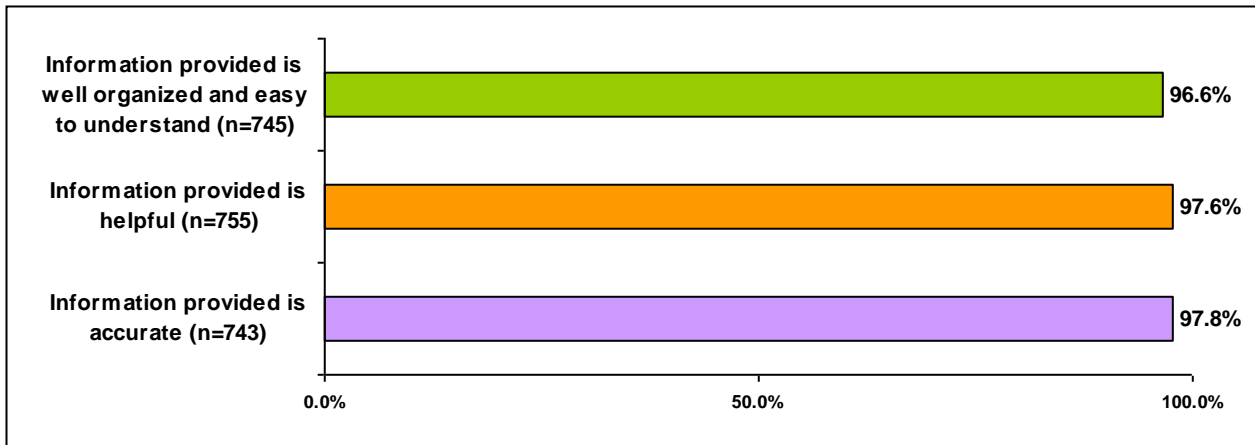
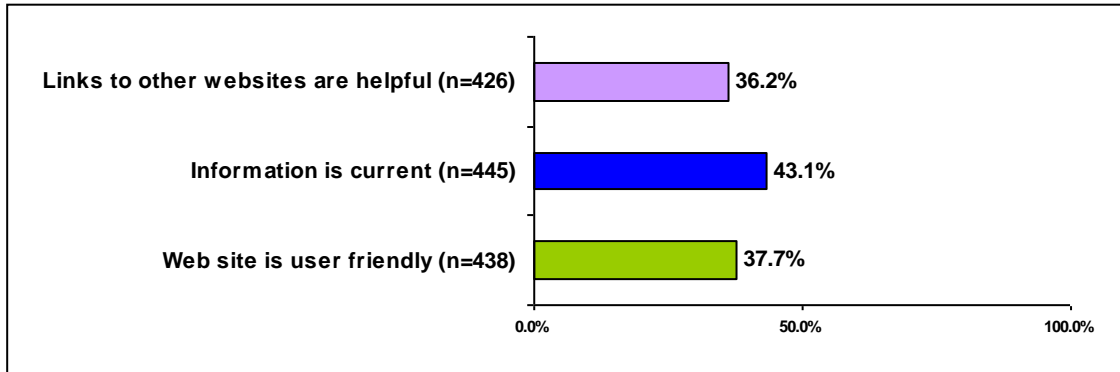


Table 8 below includes a percentage distribution by category. The response rates for the three questions in this category were between 53.3 to 55.7 percent. The main reason these categories that deal the OIEC web page had a low response rates was due to the findings in question one of the survey where 44.7 percent of the survey participants did not have internet access at home.

<b>Table 8: Participant Experience with OIEC’s Web Page</b>					
<b>Web Page</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
Website is user-friendly (n=438)	12.5%	8.1%	2.5%	0.5%	31.2%
Information is current (n=445)	16.1%	7.9%	1.5%	0.5%	29.7%
Links to other websites are helpful (n=426)	12.0%	7.3%	2.5%	0.4%	31.2%

Figure 7 represents the percentage of the respondents to each question that rated the OIEC’s web page’s information as “Excellent” and “Good” combined.

**Figure 7: Rating of Excellent and Good Regarding OIEC’s Web Page**

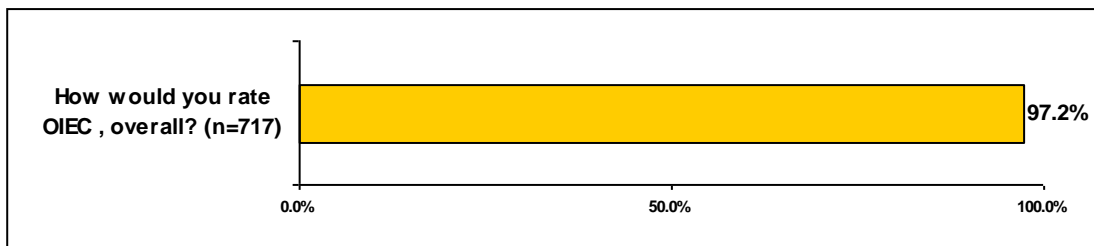


The final category to section two, asked for respondents to rate OIEC overall. As it can be seen in table 9, almost 75 percent of the respondents reported that OIEC was “Excellent” overall.

Table 9: Participant Overall Experience with OIEC and its Employees					
Overall Rating	Excellent	Good	Fair	Poor	N/A
How would you rate OIEC, overall? (n=717)	74.2%	13.0%	1.5%	0.4%	0.6%

Figure 8 represents the percentage of the 717 (98.7 percent) respondents to the question that rated the experience with OIEC and its employees as “Excellent” and “Good” combined. As it can be seen, 97.2 percent of the respondents rated OIEC overall as “Excellent” and “Good”.

**Figure 8: Rating of Excellent and Good Regarding Overall Experience with OIEC and its Employees**



## COMMENTS AND SUGGESTIONS

The Customer Satisfaction Survey also collected comments or suggestions to help OIEC improve its services. These comments were analyzed and grouped into three categories. The first category includes comments about OIEC in general, the second category includes comments about specific staff, and the third category includes suggestions to improve the services that OIEC provides.

### About OIEC:

- *"Felt good to have someone listen and lay out options so that I can make informed decisions."*
- *"I had no knowledge of OIEC until talking to a State Representative".*
- *"They are very good at what they do".*
- *"The services are very helpful. They are willing to make sure that everything is understood as well as options to explore. Thank you for your services."*
- *"I didn't have an understanding about workers comp until after talking to OIEC. After understanding the process it took away a lot of the stress in difficult times. I give two thumbs up."*
- *"The job was very well done and explained. I liked the way I was treated."*
- *"Good people."*
- *"I found the staff to be helpful especially in situations that are totally foreign to me. Thanks goodness for OIEC."*
- *"Injured employees are suffering physically, financially, and psychologically, and they should not be made to suffer because of the profiteering principle. Thanks for your help OIEC."*
- *"Good information on workers comp specially about the ombudsman program."*
- *"They helped me a lot."*
- *"OIEC lets us know what we are entitled to."*
- *"OIEC was very good to me."*
- *"I really appreciate all the help given to me today and whenever I call or visit the office."*
- *"From what I experienced today, this is a great service."*
- *"Thank you for assigning me an Ombudsman."*
- *"Everything that OIEC does is very helpful and the staff is very good."*
- *"I am satisfied with the way that they helped me, and I appreciate it. Thank you."*
- *"I feel I was taken care of."*
- *"I feel that they are all doing a great job."*
- *"I have never been in this position before. Thank you."*
- *"All my questions were perfectly clarified, and I am thankful for the attention that I received."*
- *"We seem to understand everything when we come to this place."*
- *"The personnel was very polite and helpful and kind with excellent personalities. Excellent support service."*
- *"My visit was informative and excellent."*
- *"Very helpful."*



- *"You provide great service."*
- *"Keep up the good work."*
- *"Excellent and was dealt with very quickly."*
- *"Everything was excellent."*
- *"I feel like the service I received here today was extremely helpful and I don't feel that I could have been treated more fairly anywhere else."*
- *"Very good. Excellent."*
- *"They do an excellent job. Thank you."*
- *"Very happy that there is an office to help the injured employee."*
- *"Very helpful overall."*
- *"Keep up the great help."*
- *"Keep up the good work. Always be there for the injured employee."*
- *"OIEC staff does a great job helping me about all types of information."*
- *"Every time that I have been here for help, I have always been helped properly. The staff is very knowledgeable and helpful."*
- *"Very organized staff, very helpful."*
- *"The explanation was very professional and courteous. Thank you."*
- *"They stepped up to help when no one else would."*
- *"The help and support have been excellent."*
- *"Hopefully they will keep providing help to all people in need."*
- *"All information provided was correct."*
- *"I have no complaints; the staff helped me from day one to understand the system and how things worked."*
- *"Services are very good."*
- *"Keep up the good work."*
- *"The information was very helpful because I didn't know how to do all the paperwork."*
- *"Everyone was very helpful and compassionate to my needs and uncertainty."*
- *"Great job."*
- *"They are polite and always helpful."*
- *"They make the law easier to understand."*
- *"I have been helped great by OIEC. They do a great job as a team."*
- *"Everything is good now. Thanks for your help."*
- *"Your services are of very good quality."*
- *"Keep up the good work."*
- *"I am glad that OIEC was created. Very helpful."*
- *"It is all good now."*
- *"I am really satisfied with your help."*
- *"I as an employee don't know what was my next step. I had to call OIEC because I didn't know my rights."*
- *"You are doing a very good job."*
- *"Thanks for the help."*
- *"Thank for the brochures you mail out. I would have never known of your great services."*

- *"Very good at helping with services and information. Keep up the great work."*
- *"I wish I found OIEC at the very first of my injury."*
- *"Great job helping me."*
- *"Everything was understood clearly."*
- *"Keep up the good work."*
- *"Today's meeting rates excellent on all counts!"*
- *"Staff is very well informed and is able to resolve various issues/concerns. Good services provided. Would like to see additional satellite offices in my area."*
- *"You are very helpful."*
- *"OIEC worked diligently on the injured clients' behalf, not the insurance companies'!"*
- *"OIEC is very well coordinated. Thank you for a job well done."*
- *"Outstanding work!"*

#### About individual staff:

*The staff that assisted me...*

- *"...has given me hope. Thank you."*
- *"...was very helpful and professional."*
- *"...is very helpful."*
- *"...is the consummate professional and I am impressed with her knowledge, professionalism, and courtesy."*
- *"...was very helpful in preparing me for my medical review."*
- *"...is a very knowledgeable person about her job. Very friendly and easy to talk to."*
- *"...went out of the way to help me, and I am very grateful just to have met them. Thank you."*
- *"...puts her entire focus on you as the injured worker and she doesn't disregard me or my questions, and she is very clear and pays a lot of attention to you as an individual. She is very informative."*
- *"...helped me make sure that I understand what's going on."*
- *"...is very knowledgeable."*
- *"...was very helpful and helped me understand things better."*
- *"...is a very nice lady. I understood everything she asked me and explained to me everything she needed to get ready for a review."*
- *"...helped me resolve my concerns. I was very impressed with the Ombudsman."*
- *"...are fabulous and very professional, knowledgeable, and helpful individuals. I was very pleased with their assistance."*
- *"...have been extremely helpful and I really appreciate all they have done. They are the ones who have not misguided me."*
- *"...they have been extremely helpful and very courteous every time I have had a question or issue with workman's comp or my insurance."*
- *"...is very well handled and helpful. Everyone should follow her footsteps."*
- *"...very helpful and courteous."*

- *“...was very helpful n providing me the necessary information I needed. He was friendly, knowledgeable, and patient. I had a lot of questions and I didn’t feel rushed.”*
- *“...was very helpful whenever I called her to ask a question she was very nice to me.”*
- *“...has been great and very helpful. Thank you.”*
- *“...she is the nicest person I have met, and helpful too. Everyone that has worked on my case has been great!”*
- *“...is extremely helpful and is generally concerned about her clients.”*
- *“...is very professional. She has been very helpful in answering my questions and preparing me for the hearing.”*
- *“...helped me as soon as I called.”*
- *“...was very helpful and knowledgeable and I appreciate everything that he has done for me.”*
- *“...was very nice and knowledgeable. You answered a lot of questions and relieved a lot of stress. Thank you very much.”*
- *“...has served me well.”*
- *“...very helpful in my case. I want to thank her for a job well done. Without her help, no telling where I would be with this case. Thanks again!”*
- *“...assisted me with all my concerns and questions. I am so glad she assisted me, she is very well mannered and has a super personality.”*
- *“...did an excellent job representing me and making sure that all my needs were met. She went above and beyond the call of duty. Thanks for all your hard work on my behalf.”*
- *“...was very prompt and attentive to my needs for her assistance. She worked very well for me. Thank you.”*
- *“...made our experience bearable. Without her as an Ombudsman we would have not make it. The attorney that we had before was a nightmare. She saved us! She deserves a promotion and a raise.”*
- *“...was very helpful and explained step by step what was going on. She kept in contact with me.”*
- *“I just want to let you know that my Ombudsman was very kind, consistent, and knowledgeable. Also the hearing officer was very polite. Thank you for helping me, my other attorneys dropped me and would not help me. It took 4 to 5 years.”*
- *“...took time to listen to me and made me feel comfortable about asking any questions I had to ask and going over everything I didn’t understand.”*
- *“...answered every question and even repeated questions. I am grateful to have her work on my case. It has been a very pleasant experience.”*
- *“...is extremely knowledgeable and courteous. We really enjoyed working with her.”*
- *“...was very helpful, thank you very much.”*
- *“...was great through my visit today. I couldn’t ask for a better well understanding explanatory assistance.”*

- *"My assigned Ombudsman was very knowledgeable and very thorough with her work. I was very lucky to have such a patient and knowledgeable Ombudsman."*
- *"...is very good at her work. I was impressed with her."*
- *"My Ombudsman was very helpful and excellent."*
- *"...was very helpful. She has been my angel. Thank you for everything."*
- *"I have high praise for my Ombudsman; she has been very helpful to me. I want to thank her for all the support and guidance she has given me and for all her valuable time."*
- *"...was very helpful, knowledgeable, and kind. She helped ease my concern regarding the BRC."*
- *"...was very kind and knowledgeable she has brought important information to my attention that I wouldn't be prepared to present at my hearing. Thank you very much."*
- *"...is a very excellent lady to talk to and answer questions. She is helpful and gets things done. I think that she is an excellent person to have here."*
- *"...is doing a great job, she is so intelligent about the process and how the insurance agency works. She needs to be commended on the job she is doing."*
- *"...was very helpful and respectful. She was courteous."*
- *"...was a very amicable person that is attentive to people and I feel very grateful for her help."*
- *"...was so helpful and explained everything so I am clear and know what to expect."*
- *"...was very professional."*

Suggestions to Improve the Services that OIEC Provides:

- *"You need to let the public know about your services."*
- *"This is a good idea to have a different office than undivided with workers comp. OIEC seems to have an opportunity to work on its own program. It's good for all parties involved."*
- *"Change the laws."*
- *"Voicemail."*
- *"Office appears to be understaffed as evidence by previous telephone communications."*
- *"It's not good to wait that long on the phone."*
- *"The Ombudsman Assistant is not all the time available and I'm left on hold for a long time, I feel the Ombudsman Assistant should have voicemail."*
- *"Need individuals to give one-on-one counseling. Computer website, no matter how you set it up, cannot and will never be able to answer everything, as all cases are individuals and have different questions/answers."*
- *"Phone service is very poor."*
- *"Make insurance companies provide all the information on what they do or don't do, or even how to get there before hand."*

- *“At times it is difficult to reach the local field office by phone call. Many times the calls are answered elsewhere. The phone system needs to be updated.”*
- *“Maintain communication lines open when working with a client and keep the client updated on needed paperwork.”*
- *“The website is not always updated and definitely not user friendly.”*
- *“The website is not user friendly, especially in reference to finding a treating doctor.”*
- *“Program needs more exposure to public. Few people are aware of it.”*
- *“Make sure that the assigned Ombudsman can assist you with providing references, resources, and information up front, return phone calls and just do not leave you hanging.*
- *“Answer the phone.”*
- *“Have the injured person come in for a meeting at the beginning.”*
- *“Have medical and counseling for the injured party while they wait for a decision on their case.”*
- *“It would be very helpful for staff to answer the phone in Spanish. I called many times and they would only speak English. I had to go in person to see if someone could understand me.”*

## CONCLUSION

Since the 2009 Customer Satisfaction Survey was implemented, the Office of Injured Employee Counsel has addressed some of the comments and suggestions that were raised by the survey participants. Four main categories were identified as areas where OIEC needed to improve to provide better customer service.

### Informing the Public about OIEC's Services

- Outreach presentations, seminars, and speaking engagements are held across the State regarding OIEC's roles and services.
- Development of a printed education and advocacy information packet to be provided to employees when they sustain work-related injuries or need to file a worker's compensation claims.
- A statewide Public Service Announcement which was produced in both English and Spanish, is broadcasted state wide on public television several times a day.
- OIEC publishes a quarterly newsletter "Quarterly Review", which educates and informs its customers about OIEC's initiatives, programs' success, and different worker's compensation related topics.

### Information on OIEC's Website

1. The website on the internet provides customers with information about OIEC's services, information regarding the worker's compensation system, publications and materials, and other helpful resources. When possible, the information on the website is provided in both English and Spanish; and in some cases, Chinese, Vietnamese, and other languages.

#### Access to OIEC by Telephone

- OIEC implemented a “Virtual Call Center” when a customer calls their local field office, and staff is not available to take the call. With this new telephone system, customers call the local OIEC field office and they have an option whether they want to speak to someone in English or in Spanish. If staff in the local office is not available, the call is routed to another field office in the state, without diminishing the quality of service to the customer. Through electronic records, staff anywhere in Texas, can assist individual customers with any worker’s compensation information needed.

#### OIEC Assisting at Changing Worker’s Compensation Laws

- OIEC advocates for injured employees in rulemaking and helps ensure a leveled playing field in the worker’s compensation environment. OIEC files *amicus curiae* briefs when a case is pending before court and the decision may impact a large number of injured employees.
- OIEC analyzes and provides comments on rules proposed by the Texas Department of Insurance, and suggests legislative recommendations that protect the interests of injured employees in Texas.

The Office of Injured Employee Counsel remains committed to assist, educate, and advocate on behalf of the injured employees of Texas.

<b>APPENDICES</b>
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**APPENDIX – A**  
**Office of Injured Employee Counsel**  
**2009 Customer Satisfaction Survey**

**APPENDIX – B**  
**Oficina de Asesoría Pública para el Empleado Lesionado**  
**Encuesta de Satisfacción al Consumidor 2009**



## Office of Injured Employee Counsel 2009 Customer Satisfaction Survey

The Office of Injured Employee Counsel (OIEC) takes pride in the customer service it provides to the injured employees of Texas. If you have had contact with OIEC in the past 12 months, please answer the following questions. Your answers will provide valuable feedback which OIEC will use to continue to improve its services.

Please send your completed survey:

- By mail to OIEC, 7551 Metro Center Drive, Suite 100, MS 50, Austin, TX 78744,
- In person to your local OIEC office (they will forward the survey to the OIEC Central Office), or
- By email by attaching it to the email and sending it to [OIECInbox@oiec.state.tx.us](mailto:OIECInbox@oiec.state.tx.us).

### **GENERAL**

#### **OIEC WEBSITE**

1. How many times have you accessed the OIEC website from home in the past 12 months?

- ☐ Do not have internet access at home
- ☐ Have internet access at home but have not accessed the website
- ☐ 1 - 5 times
- ☐ 6 or more times

2. What was the purpose of your visit to the OIEC website? (check all applicable)

- ☐ I have not accessed the OIEC website from home in the past 12 months
- ☐ OIEC Contact Information (phone number, address, email)
- ☐ Ombudsman Program Information
- ☐ Preparation for a Benefit Review Conference, Contested Case Hearing or Appeal
- ☐ Workers' Compensation Information: Benefits, Forms, Law, OIEC or DWC Rules, Bulletins
- ☐ Agency Resources: Publications/OIEC Announcements/Helpful Links
- ☐ File a complaint
- ☐ Other: \_\_\_\_\_

#### **OIEC ASSISTANCE**

3. How many times have you been in contact with OIEC by telephone or in person in the past 12 months?

- ☐ None
- ☐ 1-4 times
- ☐ 5-9 times
- ☐ 10 or more times

4. What was the purpose of your contact with OIEC? (check all applicable)

- ☐ General questions
- ☐ Workers' Compensation Information (Benefits, Forms, Law, OIEC or DWC Rules)
- ☐ Medical issues or dispute
- ☐ Preparation for a Benefit Review Conference, Contested Case Hearing or Appeal
- ☐ Attend a Benefit Review Conference or Contested Case Hearing
- ☐ File a complaint
- ☐ Other: \_\_\_\_\_

(Survey continued on Page 2)



Please rate your experience with OIEC and its employees in the following categories:

Quality of Service	Excellent	Good	Fair	Poor	N/A	Comments
Staff is courteous & helpful						
Staff is easily accessible						
Staff is knowledgeable						
Staff is responsive to concerns						
Staff provides references to other helpful resources						
Staff provided service in a timely manner						
Quality of Information	Excellent	Good	Fair	Poor	N/A	Comments
Information provided is accurate						
Information provided is helpful						
Information provided is well-organized and easy to understand						
Web Page	Excellent	Good	Fair	Poor	N/A	Comments
Website is user-friendly						
Information is current						
Links to other websites are helpful						
Overall Rating	Excellent	Good	Fair	Poor	N/A	Comments
How would you rate OIEC, overall?						

Who assisted you today? \_\_\_\_\_

Do you have any comments or suggestions to help us improve our services?

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**PERSONAL INFORMATION (OPTIONAL)**

I am a/an: ☐ Injured Employee, ☐ Carrier, ☐ Other: \_\_\_\_\_

Name \_\_\_\_\_ Organization \_\_\_\_\_

Address \_\_\_\_\_ City, State Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**THANK YOU FOR YOUR TIME!**

# Oficina de Asesoría Pública para el Empleado Lesionado

## Encuesta de Satisfacción al Consumidor 2009

La Oficina de Asesoría Pública para el Empleado Lesionado (OIEC, por sus siglas en inglés) toma muy en serio el servicio que provee a los empleados lesionados de Texas. Si usted ha tenido contacto con OIEC en los últimos 12 meses, por favor conteste las siguientes preguntas. Sus respuestas proveerán información invaluable, la cual OIEC usará para continuar mejorando sus servicios.

Por favor envíe el cuestionario completo:

- Por correo postal a: OIEC, 7551 Metro Center Drive, Suite 100, MS 50, Austin, TX 78744
- En persona, a su oficina local de OIEC (ellos enviarán la encuesta a la oficina central de OIEC), o
- Por e-mail adjunte y envíe el cuestionario a [OIECInbox@oiec.state.tx.us](mailto:OIECInbox@oiec.state.tx.us).

### **INFORMACIÓN GENERAL**

#### **Página Web de OIEC**

1. ¿Cuántas veces ha usted ingresado a la página Web de OIEC desde su casa en los últimos 12 meses?

- ☐ No tengo acceso en mi casa a Internet
- ☐ Tengo acceso a Internet en mi casa, pero no he ingresado a la página
- ☐ Página de Internet 1-5
- ☐ 6 veces o más

2. ¿Cuál era el propósito de su visita a la página Web de OIEC? (indique todas las que apliquen)

- ☐ No he ingresado a la página Web de OIEC desde mi casa en los últimos 12 meses
- ☐ Información de Contacto de OIEC (número de teléfono, dirección, e-mail)
- ☐ Programa de Información de Ombudsman
- ☐ Prepararme para una Conferencia para Revisión de Beneficios, Audiencia para Disputar Beneficios, o Apelación
- ☐ Información sobre Compensación para Trabajadores: Beneficios, Formularios, Ley, Reglamentos de OIEC o DWC, Boletines Informativos
- ☐ Recursos de la Agencia: Publicaciones/ Anuncios de OIEC/ Enlaces Útiles
- ☐ Presentar una queja
- ☐ Otro: \_\_\_\_\_

#### **ASISTENCIA DE OIEC**

3. ¿Cuántas veces ha estado en contacto con OIEC por teléfono o en persona en los últimos 12 meses?

- ☐ Ninguna vez
- ☐ 1-4 veces
- ☐ 5-9 veces
- ☐ 10 o más veces

4. ¿Cuál era su propósito para comunicarse con OIEC? (indique todas las que apliquen)

- ☐ Preguntas en General
- ☐ Información sobre Compensación para Trabajadores (Beneficios, Formularios, Ley, Reglamentos de OIEC o DWC)
- ☐ Asuntos o disputas médicas
- ☐ Prepararme para una Conferencia para Revisión de Beneficios, Audiencia para Disputar Beneficios, o Apelación
- ☐ Asistir a una Conferencia para Revisión de Beneficios o Audiencia para Disputar Beneficios
- ☐ Presentar una queja
- ☐ Otro: \_\_\_\_\_

(Continuación)



Por favor clasifique su experiencia con OIEC y sus empleados en las siguientes categorías:

Calidad del Servicio	Excelente	Bueno	Regular	Malo	Ninguno	Comentarios
El personal es cortés y eficiente						
El personal es accesible						
El personal está bien informado						
El personal responde bien a mis inquietudes						
El personal proporciona información sobre otros recursos de ayuda						
El personal proporciona sus servicios de manera rápida						
Calidad de la Información	Excelente	Bueno	Regular	Malo	Ninguno	Comentarios
La información proporcionada es correcta						
La información proporcionada es de gran ayuda						
La información proporcionada está bien organizada y fácil de entender						
Página Web	Excelente	Bueno	Regular	Malo	Ninguno	Comentarios
La Página Web es fácil de entender						
La información está actualizada						
Los enlaces a otras páginas Web son de gran ayuda						
Clasificación General	Excelente	Bueno	Regular	Malo	Ninguno	Comentarios
¿De qué manera clasificaría en general el servicio de OIEC?						

Nombre de la persona que lo asistió hoy: \_\_\_\_\_

¿Tiene algún comentario o sugerencia que nos pueda ayudar a mejorar nuestros servicios?

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#### INFORMACIÓN PERSONAL (OPCIONAL)

Yo soy: ☐ Un empleado lesionado ☐ Aseguradora ☐ Otro: \_\_\_\_\_

Nombre \_\_\_\_\_ Organización \_\_\_\_\_

Dirección \_\_\_\_\_ Ciudad, Estado, Código Postal \_\_\_\_\_

Teléfono \_\_\_\_\_ E-mail \_\_\_\_\_

**¡GRACIAS POR SU ATENCIÓN!**